

BIDDERS' PRESUBMISSION CONFERENCE – Q & A's
JANUARY 24, 2012

	Question	Response
1	<p>A. The RFP documents that OCFA responded to 3,269 medical aid calls within the City of Westminster in 2010. Are those actual 3,269 ambulance transports or EMS calls for Service? If they are EMS calls for service, what are the actual transport numbers?</p> <hr/> <p>B. Please provide transport statistics for 2011.</p>	<p>2010 Transport Data City of Westminster had 4,364 EMS incidents – 3,268 required transport</p> <ul style="list-style-type: none"> • Transported ALS with PAU and ALS PM - 1 • Transported ALS with PAU PM – 3 • Transported ALS with PM – 1,493 • Transported BLS post ALS assessment – 1,123 • Transported BLS post BLS Assessment – 648 <p><i>Note: there are 4 records without disposition. This accounts for 1 less than the stats listed and the missing one is more than likely accounted for in these 4 records.</i></p> <hr/> <p>2011 Transport Data BLS – 954 ALS – 2,469 Total – 3,423</p>
2	<p>The RFP requires that the selected contractor shall be solely responsible for compensating the second tier provider for any emergency transportation services it may provide in the city under this contract, with compensation set forth in the second tier mutual aid contract.</p> <p>This section does not address the circumstances in which both the tier one and their contracted tier two provider(s) are unable to respond and a non-contractual provider is required to respond to the emergency requests for services from the OCFA dispatch center. While this circumstance may be limited it should be addressed.</p> <p>Bidder suggests that the non-contracted provider submits all of their billings directly to the City of Westminster for payment. The City of Westminster would pay the claim and deduct any payments from future monthly payment (s) made to the contractor or from any imposed “Turned Call Penalties” – This process would ensure that any non-contracting providers are properly paid for their services and prevents unauthorized billing to Westminster residents.</p>	<p>Staff concurs with the Bidder's suggestion; it aligns all emergency transport billing related activities directly with the City.</p> <p>The City will accept bills from any third party ambulance provider used when the contractual provider and their contracted Tier 2 provider(s) are unavailable for response. The City will pay the third party ambulance provider, within the cost limitations imposed by the county EMSA, and that amount (those amounts) will be deducted from the monthly payment to the contractual provider.</p>

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3	The contractor is required to provide Type 3 ambulances, including all costs related to maintenance, fuel, insurance, repairs and communications equipment. Will the City of Westminster /OCFA provide disposable medical supplies / oxygen for the ambulances or will the contractor be responsible to provide and re-stock these items.	Contractor will provide Type 3 Ambulances / with specifications as provided by OCFA – Contractor will be responsible for the stocking of disposable medical supplies, including oxygen (cylinder size as defined in the type 3 specifications).
4	May electronic copy of our proposal be submitted using an USB memory stick, instead of CD?	Yes, CD or Flash Drive is acceptable
5	Can the City provide comprehensive incident data?	Please refer to Q & A No. 1.
6	Is there any limitation on attachments to the proposal?	Documentation requirements are outlined in the RFP.
7	Can the City clarify how the billing will work / when the primary contractor sends back-up or mutual aid? How can the City bill for a service that they did not provide and for which they are not leasing personnel/ vehicles (as would be the case with a back-up provider)?	Please refer to the answer provided under question 2.

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8	Contractor has submitted several concerns regarding other Bidders meeting the experience requirements as specified in Phase 1 of the RFP process.	Each Bidder will be required to provide as part of Phase 2 of the RFP process comprehensive details, including relative experience. An objective evaluation by the designated panel will be conducted and will determine if the relative experience meets the criteria as identified in the RFP. Key to this phase of the RFP is an objective, fair and competitive process to ensure that all Bidders are evaluated fairly.
9	Specific to Section 2 of the contract items 1 and 2, contractor expressed concern regarding the use of the second tier mutual aid provider. As this section mandates the winning bidder be solely responsible for the compensation of the second tier mutual aid provider. Bidder has asked if it's the City's intent to enforce this provision when a multi-victim incident occurs?	City staff will enforce this provision; specific to Bidders inquiry regarding redress should OCFA use the bidder's resources improperly; the contract is specific to the following points; the bidder is submitting a proposal for (2) dedicated ambulances that will be staffed in the City of Westminster. These Ambulances will only be utilized for responses in the City of Westminster. OCFA is responsible for the oversight and adherence by the assigned contractor for all rules and regulations that govern the use of these ambulances on the City's behalf. And as stipulated in the RFP, the contractor cannot seek redress against the City and/ or OCFA. The bidder uses the language "improper use" – OCFA is responsible to ensure all applicable rules, regulations both administrative and operational are strictly adhered to on behalf of the City of Westminster.
10	Second, Bidder indicates under the current arrangement between the city and the ambulance provider, OCFA manages all of the dispatching for responding ambulances in the City of Westminster. Because of this, the current provider has no control of the resources dedicated to the City of Westminster. In the case that OCFA improperly uses City resources, would the winning bidder be responsible for that improper use of the resources? If so, would the winning bidder be allowed to seek redress under the contract against the OCFA to compensate for the financial implications of the misuse of the winning bidder's resources? How would that be determined?	
11	Do you wish to have one original and 5 copies of our submission or one original and 9 copies of the submission	One original and 5 copies plus 1 electronic format saved on a CD or flash drive.

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12	<p>We have reviewed and support the identified changes in this section and agree that any bidder must disclose any intended/pending sale or transfer of ownership in their organization. It is in the best interest of the City of Westminster to ensure that any potential future provider of emergency ambulance services to the residents and visitors of Westminster be a qualified and experienced provider.</p> <p>To that end, we would ask that any intended buyer or potential new owner of any bidding organization must be subject to the same prequalification requirements identified on Page 7 and Page 15 of the Phase 1 document, including "No finding of substantial evidence that the new buyer/owner has engaged in either corrupt, fraudulent or illegal practices, or substandard performance" and that new owner also have "No history of a breach of contract, substandard service or early termination of any contract for providing 911 emergency ambulance service within the last five years".</p>	<p>We agree that any intended buyer or potential new owner of any bidding organization will be subject to the same prequalification requirements identified on Page 7 and Page 15 of the Phase 1 document.</p>
13	<p>Bidder is requesting to review content of OCFA's EMT Handbook prior to submitting their proposal.</p>	<p>The revised OCFA handbook will outline the professional conduct and standards that are expected of the private ambulance personnel dedicated and housed in the Westminster Fire Stations or providing service to the city. The selected private ambulance provider will be consulted for input by OCFA with regard to content and verbiage of the handbook. For bidding purposes, contractors should assume that the selected contractor will be required to provide and pay for any training to ensure that any EMTs assigned to or providing backup coverage to the city, maintain all the required County and State certifications, including but not limited to the continuing education requirement. OCFA will not be providing this training. For bidding purposes, contractors should assume that there will not be any additional cost associated with abiding by this handbook that is not referenced elsewhere in the RFP.</p>